

RECEIVED  
LEGISLATIVE AUDITOR

05 JUN 28 AM 11:15

**SOUTHERN UNIVERSITY AT NEW ORLEANS**  
**REGISTRAR'S OFFICE**  
**AGREED-UPON PROCEDURES ENGAGEMENT**  
**FOR THE YEAR ENDED JUNE 30, 2004**

Under provisions of state law, this report is a public document. A copy of the report has been submitted to the entity and other appropriate public officials. The report is available for public inspection at the Baton Rouge office of the Legislative Auditor and, where appropriate, at the office of the parish clerk of court.

Release Date 7-13-05



**Member**

American Institute of  
Certified Public Accountants  
Society of Louisiana  
Certified Public Accountants

Michael B. Bruno, CPA  
Alcide J. Tervalon, Jr., CPA  
Waldo J. Moret, Jr., CPA  
Paul K. Andoh, Sr., CPA

Dr. Press L. Robinson, Sr.  
**Southern University at New Orleans**  
6400 Press Drive  
New Orleans, Louisiana 70126

Dear Dr. Robinson:

At your request, we have performed the agreed-upon procedures, as enumerated below, which were agreed to by management of the Southern University at New Orleans (**the University**) Campus to the Registrar's Office for the fall 2003 and spring 2004 sessions, solely to assist **the University** in evaluating the Registrar's Office. This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of the procedures is solely the responsibility of the parties specified in this report. Consequently, we make no representations regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose. Our procedures and findings are outlined below. Management's Response and Corrective Action Plan is an integral part of this report and should be reviewed in conjunction therewith:

1. We noted that there was no formal written policy and procedural manual on file for the Registrar's office. Instead, it appears that **the University** followed the procedures prescribed in **the University's** catalog. The catalog does not appear to include in detail all policies and procedures specific to the functions of the Registrar's office. The departmental functions that were outlined in the catalog were deemed to be generic. Due to the complexity of the functions of the Registrar's office, its policies and procedures should be detailed and specific. The procedures should allow for periodic updating, amending, correcting and replacing of procedures that would require approval by designated university personnel.
2. We obtained a detail of all students that added or dropped classes and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding adding and dropping classes and scheduling classes and noted the following:
  - Twelve (12) out of twenty (20) students tested did not have all required signatures needed on the "student schedule change" form.
  - One (1) out of twenty (20) students tested did not have a "student schedule change" form on file.
  - One (1) out of twenty (20) students tested course was added subsequent to the prescribed deadline.

3. We obtained a detail of all students that changed grades and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the changing of grades and noted the following:
  - Seven (7) out of twenty (20) students tested whose "request for change of grade" form was not submitted within the 45-calendar day deadline.
  - Nine (9) out of twenty (20) students tested whose "request for change of grade" form had discrepancies with the authorized signature to approve the request for change of grade.
  - Management was unable to locate the "request for change of grade" form for three (3) out of twenty (20) students tested.
  - One (1) out of twenty (20) students tested was required to have a grade change as a result on an instructor' error and the grade was changed incorrectly.
  - Management was unable to locate the "final grade roster" report for three (3) out of twenty (20) students tested.
  
4. We obtained a detail of all students that cross registered and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding cross registration and noted the following:
  - Seventeen (17) out of twenty (20) students tested whose cross-enrollment application did not have all required approval signatures.
  - Management was unable to locate the cross-enrollment form for three (3) out of twenty (20) students tested.
  - Management was unable to locate the academic transcript or grade report from the cross-enrolled university for seven (7) out of twenty (20) students tested.
  - Management was unable to locate **the University's** academic transcript for one (1) student out of twenty (20) students tested.
  - Four (4) out of twenty (20) students tested enrolled in courses at the cross-enrolled university while the courses were available at **the University**.

5. We obtained a detail of all students that graduated and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding graduation approval and noted the following:

- **The University's** choices of curriculum electives were not listed on the graduation checkout sheet.
- The major field requirements were handwritten on the graduation checkout sheet for some students.
- No date was documented on the graduation checkout sheet to determine which catalog of curriculum requirements the student was required to follow.
- Some of the graduation checkout sheets did not indicate the required number of hours for each area (i.e. english, math, humanities, etc.).
- There was no documentation or indication of prior approval for substitution of courses taken at other universities.
- Some of the required courses were manually changed to another course without any documentation for the change.
- Twelve (12) out of twenty (20) students tested whose academic transcript indicated that the student did not complete the required courses per the curriculum.
- Two (2) out of twenty (20) students tested graduated without clearing their financial obligation to **the University**.
- Nine (9) out of twenty (20) students tested whose graduation application was not submitted to **the University** within the prescribed timeframe.
- Management was unable to locate documentation to ensure that thirteen (13) out of twenty (20) students tested took the general section of the Graduate Record Examination (GRE), Graduate Management Admissions Test (GMAT), or National Teachers Examination (NTE) prior to graduation.

- Management was unable to locate documentation to ensure that eight (8) out of twenty (20) students tested completed the minimum 60-clock hour community service graduation requirement.
  - Management was unable to locate documentation to ensure that nine (9) out of twenty (20) students tested passed the final comprehensive exam with a grade of "B" or better.
  - Management was unable to locate the approved "plan of study" for five (5) out of twenty (20) students tested who received a master's degree.
  - Management was unable to locate documentation to ensure that one (1) out of twenty (20) students tested passed the "writing proficiency examination".
  - One (1) out of twenty (20) students tested did not complete the "university general education requirements".
6. We obtained a detail of all students that were either on probation or suspension from **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the classification of probationary or suspended students and noted the following:
- One (1) out of twenty (20) students tested had three (3) prior suspensions from another university and one (1) suspension at **the University**; however, the student was not placed on academic expulsion as prescribed.
  - Two (2) out of twenty (20) students tested withdrew two (2) semesters and was not placed on academic suspension for one (1) semester as prescribed.
7. We obtained a detail of all students that completed the term and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the processing of grades and noted the following:
- Four (4) out of twenty (20) students tested did not have the required signature on the "grade roster report".
  - One (1) out of twenty (20) students tested had conflicting grades between the academic transcript and the instructor's "grade roster report".

8. We obtained a detail of all students that were readmitted to **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding readmission students and noted the following:
  - Eight (8) out of twenty (20) students tested had readmit applications that were not submitted within the prescribed application deadline.
  - Management was unable to locate the readmit application for two (2) out of twenty (20) students tested.
9. We obtained a detail of all students that were readmitted from suspension to **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding readmission of suspended students and noted the following:
  - Two (2) out of twenty (20) students tested were re-instated from academic suspension; however, management was unable to document the approved academic appeals documentation.
10. We obtained a detail of all students that requested transcripts and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the processing of transcripts and noted the following:
  - Management was unable to locate the approved transcript request form for eleven (11) out of twenty (20) students tested.
11. We obtained a detail of all students that transferred into **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the admission of transfer students and noted the following:
  - Management was unable to locate the transfer transcript for one (1) out of twenty (20) student tested.
  - Three (3) out of twenty (20) students tested transferred hours from other universities to **the University** in excess of the total number of transfer hours allowed.

- Four (4) out of twenty (20) students tested had conflicting information transferred from their previous college or university's transcript to **the University's** transcript.
12. We obtained a detail of all students that withdrew from **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding withdrawing from **the University** and noted the following:
- Management was unable to locate the academic transcript for four (4) out of twenty (20) students selected for testing.
  - Four (4) out of twenty (20) students tested withdrew from **the University** with an outstanding balance and a grade of "F" was not given on all courses.
  - Management was unable to locate the withdrawal form for one (1) out of twenty (20) students tested.
  - Four (4) out of twenty (20) students tested withdrew from **the University** subsequent to the prescribed deadline.

We were not engaged to, and did not, conduct an audit, the objective of which would be the expression of an opinion on the specified elements, accounts, or items. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Chancellor, his designees and the Legislative auditor and is not intended to be and should not be used by anyone other than these specified parties. Under Louisiana Revised Statute 24:513, this report is distributed by the Legislative Auditor as a public document.

*Bruno & Tervalon LLP*  
BRUNO & TERVALON LLP  
CERTIFIED PUBLIC ACCOUNTANTS

May 25, 2005



Registrar's Office

**SOUTHERN UNIVERSITY AT NEW ORLEANS**

6400 Press Drive

New Orleans, LA 70126

Phone: (504) 286-5320 Fax: (504) 284-5495

June 16, 2005

Bruno & Tervalon LLP  
Certified Public Accountants  
4298 Elysian Fields Avenue  
New Orleans, LA 70122


Gentlemen:

The following represents the Southern University at New Orleans response and corrective action plan to the Agreed Upon Procedure Engagement report dated May 25, 2005 conducted by your firm for the year ended June 30, 2004. Clearly, we acknowledge the inconsistencies and on a daily basis are attempting to ensure that all findings are corrected and that there will be a written policy and procedure available for reference.

Our goal is to have all changes addressed and available for student review by the beginning of the Fall 2005 semester on the SUNO Website. Hopefully, the necessary revisions for the catalog will be completed by the end of the semester and ready for inclusion of the next scheduled catalog of 2006-2008.

Our response and corrective action plan are numbered to coincide with the findings in your aforementioned report.

Respectfully Submitted,



Gladys Allen  
Registrar

xc: Dr. Press Robinson  
Dr. Charles Williams  
Dr. Gerald Williams  
Ms. Gloria Thompson  
Ms. Renee Johnson



## **Policy and Procedure Manual**

### **Finding 1**

We noted that there was no formal written policy and procedural manual on file for the Registrar's Office. Instead, it appears that **the University** followed the procedures prescribed in **the University's** catalog. The catalog does not appear to include in detail all policies and procedures specific to the functions of the Registrar's office. The departmental functions that were outlined in the catalog were deemed to be generic. Due to the complexity of the functions of the Registrar's office, its policies and procedures should be detailed and specific. The procedures should allow for periodic updating, amending, correcting and replacing of procedures that would require approval by designated university personnel.

### **Management Response**

As stated in our meeting on Tuesday, May 31, 2005 the Registrar/Records Offices did not have a formal written Policies and Procedures Manual that covered your engagement period. However, a document is presently in a draft form pending approval of the Vice Chancellor for Academic Affairs. Further, the university catalog used by your staff covering the period contains conflicting and obsolete information. This issue is presently being addressed by the Vice Chancellor for Academic Affairs and the Registrar.

## **Add/Drop Test Exceptions**

### **Finding 2**

We obtained a detail of all students that added or dropped classes and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding adding and dropping classes and scheduling classes and noted the following:

- Twelve (12) out of (20) students tested did not have all required signatures needed on the "student schedule change form".

### **Management Response**

This office acknowledges the lack of required signatures and henceforth will not process the request for changes unless the necessary signatures are obtained.

- One (1) out of twenty (20) students tested did not have a "student schedule change form" on file.

### **Management Response**

The two courses in reference in the audit exception report were added to the students schedule on 1/16/04 during open registration by the assigned advisor. During the registration period students are given the opportunity to make adjustments prior to official add/drop date.

- One (1) out of twenty (20) students tested course was added subsequent to prescribed deadline.

### **Management Response**

After carefully reviewing the "Registration Audit Trail" screen (139) in the computer system it shows that the student was in fact officially registered for the course in question. However, due to a time conflict the class was dropped from the schedule and subsequently reentered based on the information available in the computer.

## Change of Grades

### Finding 3

We obtained a detail of all students that changed grades and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the changing of grades and noted the following:

- Seven (7) out of twenty (20) students tested whose "request for change of grade form" was not submitted within the 45 calendar day deadline.

### Management Response

**The University** recognizes the differences in the dates of submission of grade changes being beyond the set date however, in all cases the instructor has sought permission for an extended date and obtained approval. Henceforth, the Registrar and the Vice Chancellor for Academic Affairs will monitor change of grade submission and ensure that the deadline is strictly adhered.

- Nine (9) out of twenty (20) students tested whose request for "change of grade forms" had discrepancies with the authorized signature to approve the request for change of grade.

### Management Response

After carefully reviewing the change of grade forms for the students listed the signatures are; (1) of the person serving as Acting Dean at that time, (Dean of record was on leave during that particular semester). (2) The listed Chairperson in **the University's** catalog stepped down from the position and the then Acting Chairperson's signature appears on the form.

To ensure that no misleading information appear on any forms this office has asked that the title "Acting" is printed under the signature of the authorized person submitting the form. Or, the initials of the signee are affixed after the Dean or Chairperson's name.

## **Change of Grades**

RECEIVED  
LEGISLATIVE COUNCIL

### **Finding 3 - Amendment**

05 JUL -7 AM 11:53

We obtained a detail of all students that changed grades and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the changing of grades and noted the following:

- Management was unable to locate the "request of grade" form for three (3) out of twenty (20) students tested.

### **Management Response**

Final grades for the Spring 2004 Semester were manually entered into the SIS Plus System by the staff of the Records Office. This requirement was due to a technical problem with the system. After checking the grades the staff person noticed the error(s) of a few students' grades. Since this error was made in the office management was informed and permission was given to make correction reflecting final grade report as sign by instructor(s). (See attached)

An interoffice grade change form will be created to provide an explanation for documentation and approval by management.

- One (1) out of twenty (20) students tested was required to have a grade change as a result on an instructor's error and the grade was changed incorrectly.

### **Management Response**

According to Screen 137; Grade Change Audit incorrect grades were submitted by staff as explained in the above management response. The error grade was not noticed and remained undetected. Staff has been informed by management that all manually submitted grades are required to be checked by supervisor of the Records Office. The same form as mentioned above will be used for all interoffice corrections.

Management corrected the error according to the documentation that was submitted.

- Management was unable to locate the "final grade roster report for three (3) out of twenty (20) students tested.

### **Management Response**

Management was able to locate the documents in questions. (See attachments)

## **Cross – Enrollment Exceptions**

### **Findings 4**

We obtained a detail of all students that cross registered and tested a sample of twenty (20) students for compliance with the university's policy and procedures regarding cross registration and noted the following:

- Seventeen (17) out of twenty (20) students tested whose cross-enrollment application did not have all required approval signatures.

### **Management Response**

All required signatures according to the printed form are obtained. The catalog used for reference has information regarding requiring obsolete signatures. Presently, a revision statement is being prepared which will be in accordance to exactly what is required on the form.

- Management was unable to locate the cross-enrollment form for three (3) out of twenty (20) students tested.

### **Management Response**

Student failed to return the SUNO copy of the cross enrollment form.

Upon receiving the roster listing of all cross enrollment student management will verify that Cross Enrollment Form with required signatures is on file.

Management was unable to locate the academic transcript or grade report from the cross-enrolled university for eight (8) out of twenty (20) students tested.

### **Management Response**

All eight (8) students in question officially **withdrew** at the cross enroll institution however, failed to present supporting documentation to the SUNO Registrar's office. Effective Fall 2005 a detailed instruction page will be attached to the Inter-Institutional Cross Enrollment Form. The statement "Upon withdrawing from any courses at a cross enroll university the Registrar's office of Southern University at New Orleans must be given a copy of add/drop slip" will be added.

- Management was unable to locate **the University's** academic transcript for one (1) student out of twenty (20) students tested.

### **Management Response**

Copy of student's transcript was provided on May 31<sup>st</sup> at Management Review Meeting.

- Four (4) out of twenty (20) students tested enrolled in courses at the cross-enrolled university while the courses were available at **the University**.

**Management Response**

Approval is given to students to take a course at another university in cases where a conflict in scheduling appears at *SUNO*. Upon review of the academic catalog a more inclusive statement will be provided.

## Graduation Test

### Finding 5

We obtained a detail of all students that graduated and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding graduation approval and noted the following:

- **The University's** choices of curriculum electives were not listed on the graduation checkout sheet.
- The major field requirements were handwritten on the graduation checkout sheet for some students.
- No date was documented on the graduation checkout sheet to determine which catalog of curriculum requirements the student was required to follow.
- Some of the graduation checkout sheets did not indicate the required number of hours for each area (i.e. english, math, humanities, etc.)
- There was no documentation or indication of prior approval for substitution of courses taken at other universities.
- Some of the required courses were manually changed to another course without any documentation for the change.
- Twelve (12) out of twenty (20) students tested whose academic transcript indicated that the student did not complete the required courses per the curriculum.
- Management was unable to locate the approved "plan of study" for five (5) out of twenty (20) students tested who received a master's degree.

### Management Response

Effective Fall 2005 the graduation check out process will become automated. Presently, tables are being reviewed for the accuracy of degree requirements, course sequence, and catalog used for cross reference. This process is referred as Degree Audit/On Course and will be available to students and advisor. Degree Audit/On Course is being implemented as a self help feature for students and academic advisors via the SUNO Web for off campus monitoring. Degree requirements and changes per major as listed in the university catalog are being updated for the 2006-2008 publication.

- One (1) out of twenty (20) students tested did not earn the minimum grade of "B" in all major masters' courses.

**Management Response**

A maximum of two (2) grades below a **B** are acceptable for credit toward a graduate degree as long as the overall cumulative grade point average meets the B average requirement and there are no failing (F) grades. (See **the University's** catalog page 232 for detailed explanation.)

- Two (2) out of twenty (20) students tested graduated without clearing their financial obligation to **the University**.

**Management Response**

A hold on the student's diploma and official transcript issuance is implemented, until the bill is paid in full. This process is monitored by the Comptroller's Office.

- Nine (9) out of twenty (20) students tested whose graduation application was not submitted to **the University** within the prescribed timeframe

**Management Response**

With the approval of the Vice Chancellor of Academic Affairs and the Registrar, applications for graduation may be submitted and processed beyond the posted deadline.

- Management was unable to locate documentation to ensure that thirteen (13) out of twenty (20) students tested took the general section of the Graduate Record Examination (GRE), Graduate Management Admissions Test (GMAT), or National Teachers Examination (NTE) prior to graduation.
- Management was unable to locate documentation to ensure that eight (8) out of twenty (20) students tested completed the minimum 60-clock hour community service graduation requirement.
- Management was unable to locate documentation to ensure that one (1) out of twenty (20) students tested passed the "writing proficiency examination".
- One (1) out of twenty (20) students tested did not complete the "university general education requirements".

**Management Response**

- Students are checked for passing of GMAT, GRE, NTE and sixty clock hours of community service, and passing of final comprehensive examine with a grade of "B" or better by the major department as required.



## **Probation or Suspension**

### **Finding 6**

We obtained a detail of all students that were either on probation or suspension from **the university** and tested a sample of twenty (20) students for compliance with **the university's** policy and procedures regarding the classification of probationary or suspended students and noted the following:

- One (1) out of twenty (20) students tested had three (3) prior suspensions from another university and one (1) suspension at **the University**; however, the student was not placed on academic expulsion as prescribed.

### **Management Response**

Students that are placed on Academic suspension are required to submit an application for readmission to **the University**. At which time the academic record is carefully reviewed for determination of eligibility for readmission. On screen 148 a hold is place due to excessive suspensions thus preventing future registration. For conditions of extenuating circumstances the student files an appeal for consideration for reentrance to the Office of Student Retention. However, permanent expulsion (4 suspensions) is not subject to an appeal.

- Two (2) out of twenty (20) students tested withdrew two (2) semesters and was not placed on academic suspension for one (1) semester as prescribed.

### **Management Response**

Based on the inconsistency of item #5 under the Probation, Suspension, and Readmission Regulations on page 74 of the SUNO 2002-2004 catalog an omission was deemed necessary. This policy has been informally waived.

## ***Processing of Grades***

### **Finding 7**

We obtained a detail of all students that completed the term and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the processing of grades and noted the following:

- Four (4) out of twenty (20) students tested did not have the required signature on the "grade roster report"

### **Management Response**

Effective Fall 2004 all midterm and final grades are submitted by the instructor of record via the SUNO Web. All hard copies of midterm and final grade reports are required to be signed upon submission to the Registrar's Office. Management has included requirements for submission in the policy and procedural manual for staff adherence.

- One (1) out of twenty (20) students tested had conflicting grades between the academic transcript and the instructor's "grade roster report".

### **Management Response**

On 3/17/04 the instructor of record submitted a letter grade of **F** on the Incomplete Grade Report Roster. An official copy of this document is located in the Incomplete Grade file as required.

## **Readmitted to the University**

### **Finding 8**

We obtained a detail of all students that were readmitted to **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and *procedures regarding* readmission students and noted the following:

- Seven (7) out of twenty (20) students tested had readmit applications that were *not submitted within the prescribed application deadline.*

### **Management Response**

Applications for readmission to the University beyond the prescribed application deadline are accepted as "late application" and/or processed until notification for none acceptance is received from the office of the Vice Chancellor for Academic Affairs.

- Management was unable to locate the readmit application for five (5) out of twenty (20) students tested.

### **Management Response**

See attached readmit applications.

## **Re-instated to the University**

### **Finding 9**

We obtained a detail of all students that were re-instated to **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding readmission of suspended students and noted the following:

- Two (2) out of twenty (20) students tested were re-instated from academic suspension; however, management was unable to document the approved academic appeals documentation.

### **Management Response**

Attached please find roster listing of all students granted approval based on their appeal for the Fall 2003 semester.

## **Requested Transcripts**

### **Finding 10**

We obtained a detail of all students that requested transcripts and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding the processing of transcripts and noted the following:

- Management was unable to locate the billing statement for one (1) out of twenty (20) student tested.

### **Management Response**

All copies of students billing statements are located in the Comptroller's Office. These files are not apart of the academic records of students kept in the Registrar/Records Office.

- Management was unable to locate the approved transcript request form for eleven (11) out of twenty (20) students tested. Management has instructed staff to maintain copies.

### **Management Response**

After careful research management has been unable to locate request forms for the eleven (11) students. According to the policy for distribution of transcripts; a written request must be submitted to the Registrar's Office, and retained on file.

## Transferred Students

### Finding 11

We obtained a detail of all students that transferred into the University and tested a sample of twenty (20) students for compliance with the University's policy and procedures regarding the admission of transfer students and noted the following:

- Management was unable to locate the transfer transcript for one (1) out of twenty (20) student tested.

### Management Response

Attached transcript was on file in student folder.

- Three (3) out of twenty (20) students tested transferred hours from other universities to the University in excess of the total number of transfer hours allowed.

### Management Response

Student # 1 transferred from Delgado Community College with 52 hours transferable, (a student is allowed to transfer 64 hours from a 2 year institution). The student also transferred 31 hours from the University of New Orleans. (93 hours of credit is allowed from a 4 year institution). See attached.

Student # 2 transferred from Delgado Community College with 91 hours however; in a separate policy regarding transferred credit and financial aid all credits were transferred. Policy regarding transferred credits and financial aid has been revised effective Fall 2004.

Student #3 transferred from Tulane University with 50 hours (maximum number of transferable hours from a 4 year institution is 93 hours).

- Four (4) out of twenty (20) students tested had conflicting information transferred from their previous college or university's transcript to **the University's** transcript.

### Management Response

After reviewing the transcript from the previous institution all necessary corrections were made.

## **Withdrew from the University**

### **Finding 12**

We obtained a detail of all students that withdrew from **the University** and tested a sample of twenty (20) students for compliance with **the University's** policy and procedures regarding withdrawing from **the University** and noted the following:

- Management was unable to locate the academic transcript for four (4) out of twenty (20) students selected for testing.

#### **Management Response**

Student #1 is a graduate student – all admission files can be located in the School of Graduate Studies Admission Office.

Student #2 - was granted admission as a Special Admit. These students are treated as visitors for one semester and are not required to submit transcripts and not eligible to receive financial aid.

Student #3 - a copy of students transcript with degree earned is on file.

Student #4 – student was admitted for Spring 2004 Semester. An administrative withdrawal was approved by the Associate Vice Chancellor for Academic Affairs.

- Four (4) out of twenty (20) students tested withdrew from the University with an outstanding balance and a grade of "F" was not given on all courses.

#### **Management Response**

An accounts receivable is set up for the students billing in the Comptroller's Office. The policy as stated in the University catalog is under consideration for revision.

- Management was unable to locate the withdrawal form for one (1) out of twenty (20) students tested.

#### **Management Response**

Student was admitted or Spring 2004 Semester. An administrative withdrawal was approved by the Associate Vice Chancellor for Academic Affairs.

- Four (4) out of twenty (20) students tested withdrew from **the University** subsequent to the prescribed deadline.

#### **Management Response**

Permission to withdraw after the prescribed deadline was approved by the Associate Vice Chancellor for Academic Affairs.